

Feb 2023 Snowstorm Survey

All Responses

Question 1: (Optional) How was the City's response to the February snowstorms? What did we do well, and what can we improve?

Question 1 has 93 answers (Open Text)

"(Optional) How was the City's response to the February snowstorms? What did we do well, and what can we improve?"

Unknown contact said:

"Excellent road prep for black ice. I couldn't believe you plowed! Love that!"

Unknown contact said:

"Great! Even our side street was plowed regularly. Good communication about the major hills as well."

Unknown contact said:

"Much better than I've ever seen. "

Unknown contact said:

"Great! Appreciate that side streets got plowed"

Unknown contact said:

"It was wonderful! "

Unknown contact said:

"If you could find a way to stop people from making poor choices..... :)"

"

Robert said:

"The city was way to late in closing off Hidden Springs Road. The barricades are not adequate-too many cars attempt to bypass the signs currently in use. Just posting "ice" when conditions are so treacherous is not sufficient."

Unknown contact said:

"I live on Killarney and appreciate the snow melt on our hill. Also all the notifications about road closers on instagram was helpful."

Brigitte said:

"Thank you for all the updates on what roads were closed. "

Unknown contact said:

"Plows came by frequently and did such a great job keeping the streets safe"

Unknown contact said:

"Excellent. Promptly plowed/sanded the streets. I was amazed how quickly I was able to move about the city. I live on Suncrest Dr."

Unknown contact said:

"Always great! "

Unknown contact said:

"It the Bolton neighborhood all was well."

Unknown contact said:

"We appreciated having our little street plowed twice. "

Unknown contact said:

"Overall, seemed good to me. One issue: at one point, the site said "all hills are closed" --- which is vague. Were Sunset and Salamo still open? Need to be specific."

Unknown contact said:

"Honestly a little disappointed. I was hopping to practice spinning donuts in my new minivan and all the roads were plowed and de-iced by the time I got after it. "

Unknown contact said:

"You did great and kept us safe. "

Unknown contact said:

"It went well but would like to see improvement regarding the hills. I would like to see them closed sooner so we don't have the traffic accidents back up. It would be nice to see the side streets plowed too if manpower is available "

Unknown contact said:

"Need more plowing and more salt ESPECIALLY at Rosemont/Parker which was a sheet of ice for 2 days. Also up on upper on sunset "

Unknown contact said:

"I thought WL handled this storm much better than many surrounding areas (looking at you, Portland). Laying de-icer ahead of storms is so important and that made a big difference the 2nd storm. "

Unknown contact said:

"Great! Assuming that the February 2019 post ice storm tree trimming and branches near power line removal is what saved us this year. Now please budget to make sure this is regular maintenance and keep regrowth under control. "

Unknown contact said:

"I have lived in west linn for 3 winters now. This years response was very good. The roads were plowed most days except one Friday when it was an expected ice storm. Overall we were very pleased "

Unknown contact said:

"We lived in Oregon City prior and West Linn does a phenomenal job compared to OC.. Great Job!! "

Unknown contact said:

"The hill we live on was the cleanest we have ever seen it after a snow event in 32 years. Thank you!"

Unknown contact said:

"I don't see any issues to the City's response."

Unknown contact said:

"It was great. Our culdesac is usually skipped and it was plowed twice. Nice job!"

Unknown contact said:

"Overall good but more needs to be done when a road is closed. I live at the base of Hidden Springs and see people speeding up and down the hill, ignoring the Road Closed sign. Our neighbor has had two different cars crash into their yard this year because people can go around the signs"

Unknown contact said:

"Considering the unexpected severity of the storm, I think the City did a great job. "

Unknown contact said:

"Wow great job getting the neighborhood streets plowed. I wish the garbage company was as proficient as the city crew!"

Unknown contact said:

"Honestly...a little too efficient! "

Unknown contact said:

"Thank you for being on top of the hills with plowing, deicing and sanding. Even the side streets! Thank you for not forgetting about us. Greatly appreciate being able to get out and to work safely and with minimal disruption. "

Unknown contact said:

"Street plowing was excellent! Really excellent! The signage at the top of Hidden Springs was unclear to me. "

Unknown contact said:

"Overall good but.....

The city MUST find an effective way to close Hidden Springs Rd to prevent people from going around road closed signs and crashing"

Unknown contact said:

"Do a better job of enforcing road closures. Idiots driving past the hidden springs closed signs are a safety risk. Don't need a car ending up in yard or house."

Unknown contact said:

"Timely and helpful. "

Unknown contact said:

"Close the hills sooner, better barriers, better marking, better communication on Facebook and city pages. Response was ridiculously slow or non-existent until the problem was underway. Plowing after the fact in neighborhoods was pretty good. "

Unknown contact said:

"should be doing less work and cancel more of school, if anything put water on roads so they are more icy"

Unknown contact said:

"Loved the snowplows regularly on the roads. Still very disappointed that road closure signs were not placed on Hidden Springs and on Wildwood Dr at Hidden Springs. Very dangerous and a lot of car collisions occurred. "

Unknown contact said:

"You need to fully close Hidden Springs. With more signs cones. Then write tickets to the people who go around the signs and endanger kids sledding and usually crash into the houses below. You didn't even put the closed sign out on Wildwood. It was chained up. "

Unknown contact said:

"did too much, should leave the snow and cancel school for 3 weeks next time any snow is on the ground"

Unknown contact said:

"I thought the city did fine. Unsafe roads were closed, snow routes (and many other streets) were plowed. Thanks!"

Unknown contact said:

"I thought the response was top notch. The Instagram posts on what roads were closed was really helpful. "

Unknown contact said:

"I think the city did well. The main roads were well taken care of and kept clear."

Unknown contact said:

"Public Works Department may have plowed West A Street twice, but a neighbor who lives on K Street used his own snow blower and cleared K Street and large portions of Terrace Drive and Webb Street."

Unknown contact said:

"Snow trucks came by my home and hood regularly. Cul de sac should be plowed around too. I know it's time consuming. Roads get really bumpy with many cracks on roads after snow storm, they needed fixing quickly. I know this may be costly and time consuming too. Overall, good job for West Linn city workers. "

Unknown contact said:

"Great!"

Unknown contact said:

"Need to improve - not all roads were plowed .. also, the missed garbage pickup and 2 weeks of trash made for a messy pick up day yesterday (lots of wind blew trash all over the place) .. "

Unknown contact said:

"Overall better than I experienced in Portland, but could have been quicker with the plowing of salamo rd on Wednesday of the big storm. It was closed and due to people getting stuck around 7pm. That's the only safe way to get to the top of Rosemont and an emergency route.

Was impressed with the frequency of I
Plows in the days after the big storm."

Unknown contact said:

"Amazing! Every year, every storm it gets better. City is responsive and communicative. I remember long ago, a half an inch would keep us indoors forever because of the hills. Now, the streets are plowed and if there is a chance of ice the roads get treated. Thank you for all of your work. I love living in our beautiful city. "

Unknown contact said:

"Thank you for taking care of us on Derby Court. 👍"

Unknown contact said:

"I was happy that our streets were plowed early in the morning. Challenging week for your employees. Thanks everyone!"

Unknown contact said:

"Excellent, love seeing the snowplows out quickly"

Unknown contact said:

"very good. the now plow went down our street within a couple hours of the on set.

Good job on keeping Salamo Road open so we can get down off the hill.

thanks

"

Unknown contact said:

"The response seemed pretty good. I saw plows going down our street (Suncrest) a few times. Maybe some salt or sand would have been nice to have on the roads? Not sure how that piece fits into the ice prevention policies in the city."

Unknown contact said:

"Excellent"

Unknown contact said:

"Response was great from what I experienced. Though I'm not up on the hill and didn't go up there until after the main event. "

Unknown contact said:

"The response was good. We live in the Robinwood neighborhood so we didn't have as much snowfall as other areas. I learned about road conditions from Facebook (City and police posted road closures and road conditions, WL Community Page reposted important information and residents gave updates on conditions in different areas. I stayed home for several days and when I went out I knew the safest routes. "

Unknown contact said:

"West Linn has the very best response to Snow/Ice conditions in the entire Portland Metro area consistently over the last 30 yrs. Prove me wrong!"

Unknown contact said:

"I believe this has been the best the city has responded to a weather situation."

Unknown contact said:

"Frequent posts to the West Linn Community Group on Facebook and Instagram took the guesswork on where it was relatively safe to drive—even though we hunkered down, since you couldn't plow our walk and drive ways. Thanks."

Unknown contact said:

"Poor planning. Poor spreading of gravel on roads. Poor use of plows. "

Unknown contact said:

"Not much happened—so what sort of affirmation do city departments expect?"

Unknown contact said:

"The initial response was good and communication was clear. However, this past weekend after the Wed/Th Snow Hidden Springs Dr was closed. This sign remained up through Sunday despite the city's instagram post stating it was opened. (Note the sign at Carriage way indicating road closed ahead was removed from hidden springs Saturday morning. The city website WAS NOT updated over the course of the weekend making it difficult for those of us not on social media to stay updated.

It is appreciated that you are doing this and I hope that it allows you to identify strengths and areas for growth. "

Unknown contact said:

"I think West Linn Public Works does a great job especially for the size of our town and the difficult hilly terrain. I live in Marylhurst Heights on a small cul de sac (Hillcrest Court) which is heavily shaded. Public Works showed up and plowed it several times!!! Hurray!!! I used the city web site daily as to information about which roads were open. Very impressed by the performance of our city workers. Thank you for all you do!"

Unknown contact said:

"Really impressed! Difficult conditions but when you drove to other communities we were by far the best with having the main routes available. Well done!!!"

Unknown contact said:

"Awesome job! Got out early to clear roads, including side roads. "

Unknown contact said:

"Clear more side streets that get us to the major streets. We were lucky this time the sun came out and thawed our street otherwise we'd be stuck. Don't ticket people for parking in bike lanes during the snowstorm. That could be our only way out when our streets aren't clear and we park on a street that does get service."

Unknown contact said:

"2 full days after the snowfall there was still large ice patches on the downhill lane of Pimlico. Why doesn't West Linn use salt, sand or gravel? I grew up in Buffalo, NY and I just do not understand why it is so hard to make our streets safer to drive on."

Unknown contact said:

"Great job"

Unknown contact said:

"It was great to have the streets plowed - I've lived in WL for 20 years and I believe this is the first time it has been plowed"

Unknown contact said:

"Street plowing leaves giant berms of snow and ice junks piled up in front of our driveway. There needs to be follow up with smaller plows to unblock driveways."

Unknown contact said:

"I'm not sure what else could have been done, but I live at the top of Hidden Springs and that road did not close soon enough to prevent some accidents. Also, people always drive past the "closed" sign. I can see that de-icer is on the streets and I saw a snow plow on the morning of 3/1. I'm not totally sure how to fix this, but I walk a lot and snow from plowing ended up on the sidewalks, making them somewhat dangerous (probably better than crashed cars, but also not great)."

Unknown contact said:

"Don't mind you plowing the street but how about pushing the snow to the side of the road without the driveways, Ascot Circle, you do it each year and the open area across the street gets nothing and I have to dig out our driveway each time. Shove it on the other side and then we can get out or don't plow our street and we can get out a lot easier. 2915 ascot circle, resident for 30 plus years. I would rather just drive out than dig out which you cause us to have to do. Thanks for nothing again this year."

Unknown contact said:

"After 47 years in the same house - it all went well. Congrats!"

Unknown contact said:

"I thought it was great! Salamo was sanded really quickly & that's my main thoroughfare. Thank you to all of the people working to protect us."

Unknown contact said:

"Going down Pimlico from Summit to 43 was hazardous with snow and ice Why wasn't this stretch sanded or salted? The remainder of the road was ok"

Unknown contact said:

"Overall - good"

Unknown contact said:

"As a resident for the past ten years, it has been great to see WL improve every year in dealing with snow and ice. The proactive deicer and gravel were appropriately applied for the expected conditions and the early and often plowing helped keep roads open and safe as much as possible. Keep up the good work!"

Unknown contact said:

"The plowing and clearing of the streets in West Linn was outstanding! Thank you for the hard work and consistency!!"

Unknown contact said:

"Excellent communication via FB and Nextdoor about road closings. We personally saw snowplows do our street (Summit) several times during both storms. "

Unknown contact said:

"Greatly appreciated the work to clear Skye Parkway. Thanks!"

Unknown contact said:

"Better than in the past. I appreciate the communication on road conditions/closed roads."

Unknown contact said:

"Good work team! All the main roads were prepped the night before and ready to use early the next morning and remained clear throughout the event. "

Unknown contact said:

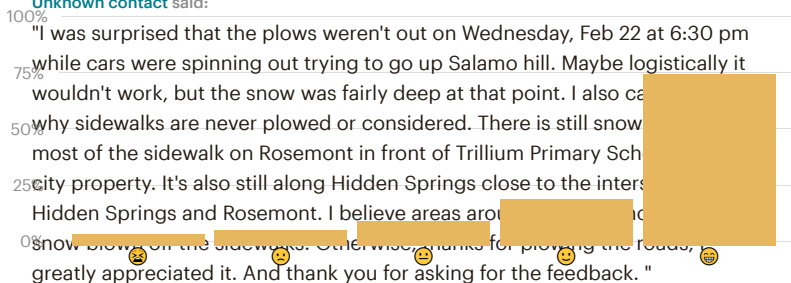
"We were impressed, and I think extremely lucky. The plows were out in a timely way which made a huge difference in accessibility to and from our neighborhood. In an emergency this would save lives. I'm guessing more plows were purchased as well as other methods to reduce ice. Again, we feel fortunate that our corner received this attention. Thank you."

Question 2 has 121 answers (Range: 1-5) Avg rating: 4.3



"(Optional) Rate our overall response!"

Unknown contact said:



Unknown contact said:

"Our side street was plowed!! (Roxbury) Fantastic response! Only negative I heard of were reports of some steep roads staying open a bit too late when icing at night is expected. (Hidden Springs) "

Unknown contact said:

"Not having trash pick up for 2 weeks is unacceptable. Trash should have come as soon as it was safe and or issued a credit. Disgusting. "

Unknown contact said:

"Great - our street was plowed right away and it is typically never plowed"

Unknown contact said:

"Our street was snow plowed the very first night and again last evening after more snow fell. Thank you for an excellent job all around. "

Unknown contact said:

"Out early clearing snow and put dirt/gravel for traction was great. Certain road areas stay shaded and become very icy (I.e. Pimlico), it would be helpful if those specific areas get salted."

Unknown contact said:

"Kept informed of street closures."

Unknown contact said:

"Good and timely job plowing.. Curious about what you can do when Ice Storms hit.."

Unknown contact said:

"You proactively responded effectively and timely."